



# The Monitor

## A Quality Management Bulletin

Happy New Year!

Issue 1  
January 2005

### Welcome to The Monitor

The Quality Management Unit at the Division of Developmental Disabilities is now proud to offer its Qualified Vendor provider agencies a Bulletin addressing a variety of issues specific to quality management and program monitoring. This is the first issue of this exciting new publication. Your suggestions and feedback are strongly encouraged. In fact, they are integral to making this publication a success. If you have specific topics you would like to see discussed or have questions for the all-knowing monitoring guru "Samantha," you can either call Mary Ann DeLeon at (602) 364-2851 or send us an email message at [dddmonitoring@azdes.gov](mailto:dddmonitoring@azdes.gov). The Monitor will be published bimonthly and sent to Qualified Vendor administrators. Administrators are asked to distribute this Bulletin to direct care staff, supervisors, and whomever else they feel would benefit from its content. The Monitor is one mechanism the Division will use to share important best practices and quality improvement strategies with its valuable provider network. We are excited about the development of The Monitor and look forward to many great issues to come.

### "Ask Samantha"

*Samantha is an all-knowing program monitoring guru with a plethora of knowledge about medications and medication administration.*

Dear Samantha,

Dear Tracy,

My name is Tracy Ann and you gave me your card earlier this year, telling me that if I had a question you would try to help me out. I need some help!! I have a prescription for Neurontin that states 800mg, take 1½ tablets three times a day. How do I store the tablets? Can I put the half and whole pills in the same bottle, or do they need separate bottles with the same labels? I hope this e-mail finds you well.

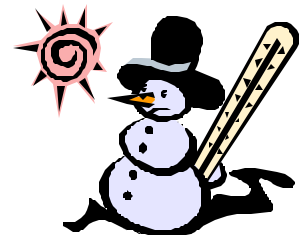
*What a great question. I would put the ½ tablet of Neurontin in a med minder/pill minder, labeled with the resident's name, name of the medication (Neurontin 800mg. ½ tablet to be taken three times a day along with one 800mg tablet), and also state the times of administration. I would tell my staff that at any time, only one half-tablet would be in the med minder. Another option is to check with local pharmacies, as the pharmacist may be able to put the prescribed combination of pills into bubble packs for easier dispensing.*

Sincerely,  
Tracy Ann Fowler

Thank you, Samantha

### "Best Practices Seminar"

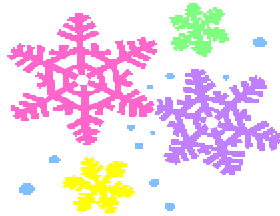
Program Monitoring will once again offer a seminar for all provider agencies on January 24, 2005 in Phoenix. There will be a morning and afternoon session for your convenience. A presentation on Prader Wili will be included as well as an update on changes to the Program Monitoring report. There will also be Program Monitors on hand to answer all questions on a variety of topics. If there is anything that is pertinent to your agency that you would like to see covered, please write to [dddmonitoring@azdes.gov](mailto:dddmonitoring@azdes.gov) and we will strive to meet your needs.



Under the Americans with Disabilities Act (ADA), the Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. For example, this means that if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. Please contact (602) 542-6825.

**Happy New Year!**

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We're on the web:  
[www.de.state.az.us/ddd](http://www.de.state.az.us/ddd)

## HOME AND COMMUNITY-BASED SERVICES (HCBS) QUALITY FRAMEWORK

In March 2004, the Centers for Medicare and Medicaid Services (CMS) released an important quality improvement tool for assessing the quality of services provided in a consumer's home and/or in the community. The Home and Community-Based Services (HCBS) Quality Framework will be widely utilized and referred to in coming years. Everyone working with individuals with developmental disabilities is encouraged to be familiar with this important document and the focus areas it highlights. In upcoming issues, The Monitor will further discuss each of the seven focus areas outlined in the Framework for designing high-quality programs:

Participant Access  
Provider Capacity and Capabilities  
Participant Rights and Responsibilities  
System Performance

Participant-Centered Service Planning and Delivery  
Participant Safeguards  
Participant Outcomes and Satisfaction

The Framework emphasizes that **program design** sets the stage for achieving **desired outcomes** for consumers. According to the Framework, a strong Quality Management program must not only have systems in place to **discover** specific problems that arise in these various focus areas, but also systems in place to **correct** specific problems and to utilize information/data to create **continuous quality improvement** in the overall program.

Stay tuned for further guidelines on how to ensure that your Quality Management program is the best that it can be! The Home and Community-Based Services Quality Framework can also be found at: [www.hanys.org/fpnews/030204\\_fpnews.cfm](http://www.hanys.org/fpnews/030204_fpnews.cfm) and click on "Quality Framework."



## Aging: it's not for wimps

We are all aging, whether we are moving around or sitting perfectly still. It is constantly progressing. Some of us also get great tips on how to do it well—401Ks, retirement villages, and health tips, but what about individuals with developmental disabilities? The good news is that individuals with developmental disabilities are now living much longer. We need to understand what this means as we strive to provide medical care, social opportunities, and other supports. There is no "one size fits all" answer to this dilemma. A recent nationwide teleconference, in which many states, including Arizona, addressed where we are and where we are heading when it comes to caring for aging consumers. Upcoming newsletters will include helpful information specific to working with elderly consumers.

### Did You Know?

Individuals with Down Syndrome appear to be particularly vulnerable to the effects of the aging process. Research suggests that people with Down Syndrome may demonstrate earlier onset of dementia and age-related losses in sensory, cognitive, and adaptive skills. (*Journal of Policy and Practice in Intellectual Disabilities* Vol. 1, page 19)